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Ombuds annual reports

Office of the President

2010

Ombuds Office Annual Report 2009 - 2010

Worcester Polytechnic Institute

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OMBUDS OFFICE ANNUAL REPORT

2010

WPI ombudsmen Chris Sotak and Liz Tomaszewski handled 23 complaints during the 2010 academic year, from July 1, 2009 through June 30, 2010.

Student Based Complaints

There were eight student issues. Four issues were concerning behavior of a faculty member and difficulties communicating with a faculty member. Other student complaints involved: a perceived unfair judicial process, difficulty getting information from an administrative office, guidance needed with their landlord, and the contributions of student members on a project.

Parent Complaints

Three issues were brought forward by parents. One issue was regarding the workload in one class; one parent expressed concern over the delay in getting a grade; and two parents had an issue with the process used in a judicial matter.

Faculty/Staff Based Complaints

There were 12 issues raised by faculty and staff. Most issues involved interpersonal issues between employees. There were eight instances of conflicts between staff and management, two instances of conflicts between staff in the same department, one between staff and management in different departments, and one complaint about the work environment.

Problem Resolution

Most problems were resolved through listening and coaching. Several issues were resolved through mediation between managers or peers and complainants. One issue was addressed with Human Resources.